



Invitation to help L&I develop a new system to assess the performance of vocational services

NOTE: This is not associated with any legislation that may be pending.

L&I is inviting stakeholders to assist in developing a new system for assessing the quality and effectiveness of vocational services. This will become the basis for monitoring private vocational providers and for making vocational referrals.

Why are we doing this?

L&I is required by statute to monitor the quality and effectiveness of vocational services. A court recently ruled that L&I must develop a new system to replace the performance measure known as CACO. The new assessment system will not, in itself, change the way L&I delivers vocational services for injured workers. L&I is working with business and labor stakeholders on a separate effort to make direct changes to the vocational services system.

What's the plan?

- Stakeholders share their ideas (January 1 - February 16)
- Stakeholders share their priorities in a survey (February 20 - March 2)
- L&I executives review feedback, prioritize performance criteria and prioritize values and constraints (mid March)
- Cross-functional team develops recommendation(s) for a new system (April - June)
- L&I executives select recommendation(s) for further development (July)
- Cross-functional team refines system (July onward)

How can you share your ideas?

Please help us define "quality and effectiveness" of vocational services and help us define the values (e.g. *fair*) and constraints (e.g. *feasible*) for the new system.

- Attend a public forum near you (see page 2). In January and February several forums are scheduled around the state to gather stakeholder ideas.

and/or

- Send us your feedback directly by filling out an Internet feedback form at the bottom of this web page: <http://www.lni.wa.gov/ClaimsIns/Providers/Vocational/WhatsNew/initiative.asp>

How can you share your priorities?

A survey in late February will ask stakeholders to prioritize feedback from the forums, internet and direct mail. L&I executives will use the results of this survey when they establish criteria in March.

Note: Stakeholder feedback will be accepted at any time during the process.

More information about L&I's plans to develop a new vocational performance assessment system can be found in the PowerPoint presentation (beginning on *page 3* at

<http://www.lni.wa.gov/ClaimsIns/Providers/Vocational/WhatsNew/newSystem.pdf>).

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Schedule of public forums

All public forums will be held at L&I service locations. Location information is available at <http://www.lni.wa.gov/Main/ContactInfo/OfficeLocations/>

Since each location has limited room capacity, please let us know which session you would like to attend. **Contact:** **Jennifer Stalder**, Office Assistant Lead

sjen235@lni.wa.gov or 360-902-6930

L&I Service Location	Date	Time
Bellingham	Jan. 11	1 pm - 3 pm
Bremerton	Jan. 25	10am - 12 pm
Everett	Jan. 10	10am - 12 pm
Everett	Jan. 10	1 pm - 3 pm
Kennewick	Jan. 16	10am - 12 pm
Kennewick	Jan. 16	1 pm - 3 pm
Moses Lake	Jan. 18	10am - 12 pm
Spokane	Feb. 6	10am - 12 pm
Spokane	Feb. 6	1 pm - 3 pm
Tacoma	Jan. 23	10am - 12 pm
Tacoma	Jan. 23	1 pm - 3 pm
Tukwila	Jan. 30	10am - 12 pm
Tukwila	Jan. 30	1 pm - 3 pm
Tumwater	Feb. 1	9am - 11 am
Tumwater	Feb. 1	2 pm - 4 pm
Vancouver	Jan. 26	10am - 12 pm
Yakima	Jan. 17	1 pm - 3 pm